

REGIONAL COMPUTER MANAGEMENT SPECIALIST

The U.S. Embassy in Bamako is seeking an individual for the position of Regional Computer Management Specialist for the Embassy's Information Systems Center.

A copy of the complete Position Description listing all duties and responsibilities and the DS 174 application form are available at the U.S. Embassy's main entrance.

I. BASIC FUNCTION OF THE POSITION

The incumbent is resident in Bamako and is supervised by the Information Management Officer but reports to, receives travel assignments from, and serves at the direction of the Africa Bureau Systems Office. He provides scheduled and ad-hoc systems coverage for 46 AF posts traveling the majority of the time; (65% minimum). At some posts the incumbent will be the de facto deputy to the DHA ISO (i.e. 40%). At other posts, he represents the AF/EX Systems Manager, (i.e. 30%). At the remaining posts in AF, (i.e. 30%), he is the senior FSN in the systems office covering during staffing gaps.

II. MAJOR DUTIES AND RESPONSIBILITIES

Supervisory and Managerial Duties: 25%.

The incumbent is not responsible for line supervision but provides general direction to Locally Employed systems staff at each post he visits. Whenever possible the incumbent determines, recommends, and implements personnel and position requirements which include interviewing and selecting FSN applicants, training and developing personnel. In this case, line supervision does not include initiating actions for promoting, rewarding, and disciplining personnel, nor writing their EERs. General direction means details, instructions, scheduling, and goals may be provided to subordinates for new activities but not for daily or regular activities unless to accommodate testing or implementation of the new activities. Review of satisfactory completion of regular activities is delegated to the individual responsible for day-to-day management of these subordinates and their assigned activities even in the case of maintenance and/or troubleshooting. The incumbent assists in formulating the budget, reviewing and analyzing Department of State requirements with trends in the industry, and submits requests for equipment and software based on the technical requirements of end-users. The incumbent works with each Post's systems staff and GSO to establish reorder points for expendable property of Automated Data Processing supplies and informs that office of any new requirements.

Contacts, Communications, Intellectual and Interpersonal Duties: 30%.

The incumbent oversees the on-site installation; testing, maintaining, and end-user assistance of all Department developed and/or distributed applications. As such, the incumbent consults with management, subordinates, and users at post plus geographic and functional bureau personnel in Washington regarding the functions, procedures, policies, and programs of IRM. He recommends and executes decisions relative to the operations of each Embassy, including but not limited to: ensuring guidelines are followed by installing Anti-Virus updates on all machines; ensuring the Department's email functions correctly and the global address list replication takes place on a routine schedule; ensuring the proper functioning of each embassy's Intranet website applications; and ensuring appropriate backup of all Department applications' data for disaster or contingency purposes. Incumbent also oversees implementation of all Department and Diplomatic Security Automated Data Processing guidelines to include their impact on the aforementioned functionality.

Systems, Technical, & Regional Post Support: 45%.

I) The incumbent is responsible for: development of upgrade plans and procedures; providing a direct line of support to supplement AF/EX/SYS engineering staff; analyzing work processes and functions for possible automation; analyzing hardware and software capabilities to meet current and prospective workloads (increasing the number of servers and storage space); analyzing, testing, and evaluating operating system software, security, and utilities as necessary for each serviced post.

II) The incumbent is responsible for training both resident and regional FSN systems managers and end users and for developing training plans and documentation. He is responsible for assisting and training post's employees in the use of DOS-specific applications such as Travel Manager, NEPA, RPA, WINTATEL, WINDATEL, etc.

III) The incumbent generally is not on-site and as such does not perform but oversees the overall operation of all unclassified computer systems and networks, (e.g. servers, workstations, routers, switches, printers, plotters, etc), including peripheral equipment such as tape/zip/disk drives, flatbed/desktop scanners, CD writers, PDA's, laptops, etc. The incumbent generally does not perform but oversees computer security concerns, including: a) controlling computer systems passwords; b) controlling users access to computer hardware (physical security of the computer room); c) managing user access to system directories, shares, domains, etc.; d) managing network access controls to Department of State and other agencies on OpenNet Plus; e) monitoring system use (i.e. illegal/unauthorized access or attempts to access systems recorded and appropriate authorities informed), system faults, and other events recorded in a log, etc.; f) backup and contingency planning for all systems ensuring redundant equipment is in place or available if such equipment fails; g) checking the, Department's Intranet on a daily basis for updated virus definition files and software versions and distributing accordingly; checking daily for Scanmail engine updates, application version updates, and virus pattern updates, and installing accordingly; h) coordination of computer security activities with the ISO, the Information Systems Security Officer (ISSO), and the RSO.

IV) The incumbent advises appropriate levels of post management on the computer systems capabilities and limitations, works with management in scheduling staff and end user training based on the equipment and software at hand, and advises on such issues as alternative means to organize, process, or perform work to maximize automation.

V) The incumbent performs regionally relevant projects, (i.e. CAJE preparation) when resident in Bamako.

III. QUALIFICATIONS REQUIRED FOR EFFECTIVE PERFORMANCE

a. Education

Baccalaureate (i.e. BA/BS) in Computer Science or Information Systems Management, or equivalent. Four years of business administration experience combined with substantial experience in information systems management may be substituted for the formal education on a case by case basis.

b. Prior Work Experience

At least six years performing progressively more responsible functions where emphasis is placed on analytical abilities focusing on operations, management and computer systems automation. At least two of these years must have been providing PC maintenance and support in a local area or wide area network environment.

c. Post Entry Training

Database administration, Sequel Seven, MS Exchange Server (i.e. Exchange 2003), Data Communications Router & Switches, LAN administration (i.e. Windows 2000 Network Environment), LAN Server Operating Systems(i.e. Windows 2000 Server), Department 'of State applications courses

such as CA Systems, AESOP, NEPA, & PASS, and Supervisory Skills and/or Personnel Management courses.

d. Language Proficiency

Level IV, English both written and spoken is required.

e. Job Knowledge

Must possess expert knowledge of the principles, techniques, and methodologies involving computer systems analysis, programming, computer operations, management and related aspects of telecommunications; computer networking; hardware and software technology; and their application to USG operations. In support of the user community, an in depth knowledge of MS Word, Excel, Outlook, Powerpoint, & Access is desired.

f. Skills and Abilities

This is not necessarily a customer service oriented position but one of managerial profile and influence. Tact and diplomacy skills are important to good user community relations as well as management acceptance of technical and strategic recommendations. The ability to maintain project schedules, organize workloads, and exercise good records management are as desirable as exceptional technical skills for diagnosis and resolution of hardware and software issues.

IV. POSITION ELEMENT

a. Supervision Received

AF/EX Systems makes all TDY assignments and the incumbent reports monthly on locations visited, points of contact, accomplishments, and outstanding technical and/or administrative issues. During the 10-20% of the time the incumbent is actually in Bamako, the incumbent is supervised by the Information Management Officer.

b. Supervision Exercised

No line supervision is exercised but the incumbent instructs and trains local IM staff at each serviced post as well as reviewing their work. The incumbent makes recommendations to senior post management on the quality of their work and expertise and if at all possible, participates in IM recruitment interviews as serviced posts.

c. Available Guidelines

Department of State Foreign Affairs Manuals and Handbooks (5 FAM, FAHs 3/5/6/12, System Security Standards), Administrative and RSO Notices, ICASS Service Standards, and Interagency Memorandums of Understanding. Vendor documentation for hardware operating systems, software applications and networking environments.

d. Exercise of Judgment

This position exercises independent judgment in the review and analysis of all systems at each post as well as hardware and software applications. The incumbent prepares recommendations to senior post management, ICASS Councils and AF/EX/SYS on operations, management, and computer systems automation.

e. Authority to Make Commitments

The incumbent interprets and applies regulations to assist serviced posts in the implementation of systems designs and installations with the authority to make commitments of funding and material on behalf of AF/EX/SYS.

f. Nature, Level and Purpose of Contacts

This position interacts with all levels of personnel at 46 different posts. He/She must give briefings to Ambassadors, DCMs and Admin Counselors to assist with budget and Mission Strategic Plan submissions. The incumbent makes recommendations for technology procurements, formulates systems resource plans, and present analyses and evaluations for their approval and subsequent coordination with AF.

g. Time Expected to Reach Full Performance Level
6 Months.

HOW TO APPLY

Interested candidates for this position must submit an application for U.S. Federal Employment (DS-174) Application for U.S. Federal Employment (DS-174) can be found on the U.S Embassy website at <http://mali.usembassy.gov> or at the U.S. Embassy's main gate; applicant must specify on the third page of the employment; or current resume, and any other documentation (e.g., copies of essays, certificates, awards, copies of degrees earned) that addresses the minimum requirements of the position as listed above. Applicant must specify on the third page of the Employment forms (DS-174) part 24, their English knowledge level.

OPENING DATE: DECEMBER 8, 2010; CLOSING DATE: DECEMBER 22, 2010

SUBMIT APPLICATION TO: Attention: Human Resources Office, American Embassy-BP 34-Bamako

POINT OF CONTACT: 20 70 25 11/25 12 FAX: 20 70 24 79